

Complaints Policy

Updated February 2016



Principle

Tri HB will attempt to resolve complaints in an appropriate and fair manner in accordance with natural justice. Complaints will be dealt with in a timely manner. All complaints will be accepted with the confidentiality and respect necessary to ensure that the matter is handled in a professional manner.

Types of complaint

The club recognises that triathletes and club stakeholders have a right to complain. All types of complaints will be received, and can include but not limited to, poor service, harassment, discrimination, falsification, failing to comply with policy, unauthorised use of property, abusive or offensive language, failing to provide a safe environment, damage to property.

Procedure

A complainant should be taken up the matter with the appropriate club official, recognising that in most instances that will be the development manager or President, who will become the complaint handler. The club membership form will also direct members how to make a complaint. An ad-hoc sub-committee may be formed to deal with the complaint depending on its seriousness and the parties involved. An independent person could be invited into this sub-committee.

Where possible an *informal resolution* should be achieved that satisfies the complainant. If not, an *investigation* should occur. The complainant can be asked to put their complaint in writing to assist clarify the facts, not to impede a complaint being laid.

The complainant(s) and respondent(s) affected will be interviewed and asked to present their view of the allegation(s) and be given every opportunity to present their case. The complaint handler will continue to seek information until a full and complete picture is achieved. The respondent(s) will have the final say in response to the evidence and have the time and support to be heard fairly.

Depending on the allegation the following legislation may have to be taken into account – *Human Rights Act, Employment Relations Act* and in the case of assault or sexual abuse, the Police may become involved.

When the complaint handler or chair of the ad hoc sub-committee is satisfied that a thorough investigation has been completed a *decision* will be made. The complaint handler can consult other club officials or experts in arriving at their decision. This decision will be communicated to the affected parties, in writing if deemed appropriate.

If required, *disciplinary action* will be taken and if required sanction(s) applied.

The club will keep confidential records of formal complaints and their outcome.